

AMC Citrix Connectivity Solutions, Tips, and Tricks.

User is having problems sorting data in USER MANAGER applications; sort functions do not appear to sort column data properly.

In the **USER MANAGER** application, click on the "View" tab on the default toolbar. Ensure the following items are **unchecked**:

1. Users, Groups, and Computers as containers
2. Advanced features

"No SSL address configured to this site."

Most likely caused by having the incorrect version of the ICA client installed. The user is accessing C2IPS and AMC GUI on the same workstation. Reload the ICA client version 6.3.0105

User cannot access the C2IPS application and AMC GUI application at the same time.

1) User upgraded the Citrix Neighborhood version to 6.3.*. C2IPS uses the Citrix Neighborhood to connect while AMC GUI only uses the client. POC is Dennis Hicks at Meridian, MS DSN 778-9709.

2) Try installing the 'Full PN Version 6.30.1050' from citrix. The client install with C2IPS is an older version. You may to get with your C2IPS person about reloading the connection to IPS when you have completed.

<http://www.citrix.com/download/bin/license.asp?client=w32>

Select "yes" to accept the agreement and then choose the 'Full PN executable 3.2 meg English'.

"Error in connection. Software caused connection abort"

No known cause or solution at this time (9 September, 2002)

"ICA file not found."

If using Internet Explorer (IE), do the following steps:

1. Select TOOLS from the menu
2. Select INTERNET OPTIONS
3. Choose the ADVANCED tab, should be at the right end
4. In SECURITY section, UNCHECK 'Do not save encrypted files to disk'

When trying to use the USER MANAGER application to reset a password, the change fails with the following reject message: "Windows cannot complete the password change because access is denied"

"Security" permissions had to be established for the Little Rock AFB Functionals Group.

How do you build Macros to prefill some screens in the GUI application?

The macros are not available through the web-enabled GUI at this time. We plan on addressing that capability as soon as the connectivity issues have stabilized.

How do we add or delete certain programs to the "Custom" list on the GUI application?

To add programs to the custom list, right click on the desired program from the list on the left and select 'add to custom list'. To delete programs from the custom list, select the program to be deleted, right click and select 'remove from custom list'.

How to save the view of only your base's accounts in the "User Manager" application.

1. Log into the Citrix server at <https://hqamclg.okc.disa.mil>
2. Open the "User Manager" application by double-clicking the icon.
3. Find and highlight your base name.
4. Right-click (or alternate click) your base and choose "New Window From Here" from the menu.
5. Close the "User Manager".

User's settings are not being saved after exiting from the GUI application.

Security was not added to home directory for this userID. Contact the FAO. The FAO will browse the userID on Corvus via a Citrix desktop. The FAO will have to contact the server system administrator to restore the security permissions to the userID.

User getting "RUN TIME ERROR 70: PERMISSION DENIED" when trying to load the WUC table.

Call FAO. GUI developer must update permissions on the new server.

"There is no Citrix server configured at the specified address."

User needs to install root certificate and ICA client. User is currently getting an error when trying to install the root certificate and the ICA client; FAO awaits corrective action from user.

"The Citrix Server Reported That The Credentials Entered Were Incorrect."

- 1) You may have entered your password and/or UserID incorrectly. Please contact your local G081 manager to reset your Citrix account password.
- 2) If you have reset the user's password and the user still cannot log onto the Citrix servers, the user's account may be disabled and/or the account may currently be assigned to the "LOST" account container in the "User Manager" application. The "User Manager" application may or may not properly display the account as being disabled when selecting the account's properties after conducting a "FIND".

"Proxy Connection Failed. Unsupported Proxy Authentication Scheme."

See the pdf document at the following URL:
http://hqamclg.okc.disa.mil/fao/FAQ%20Documents/GUI_Proxy_Settings.pdf

"An error generating the app list: the Citrix server reported an unspecified error."

If between the hours of 0600 - 1800 CDT, call the FAO, else call the DISA Help Desk at DSN 339-5600 and open a trouble ticket against the AMC Citrix Farm. The problem is most likely generated after the server's error log has filled up. This problem must be corrected by the servers' system administrator.

"There is no route to specified subnet address."

DISA increased the timeout on the https proxy from 30 minutes to 10 hours. Apparently even though the timeouts are for IDLE state, the sessions were being timed out even if traffic was being passed.

"Cannot logon interactively."

Contact the FAO. This error is caused by a faulty setting on a server recently added to the AMC Citrix server farm.

I've installed the ICA client, but some users still cannot access the Citrix servers while other can. What's the problem?

If you are using a Win2000 machine, ensure that the machine has the 'compatible' security template versus the defaulted 'basic' security template. The 'compatible' template will allow users who do not have administrator rights to the workstation to access the Citrix servers.

User is prompted to save the launch.ica file on every logon.

The user probably has saved the launch.ica file, but has failed to install the launch.ica file. Double-click the saved launch.ica file in order to install the file.

**** OR ****

If using Internet Explorer (IE), do the following steps:

1. Select TOOLS from the menu
2. Select INTERNET OPTIONS
3. Choose the ADVANCED tab, should be at the right end
4. Under the SECURITY section, ensure 'Do not save encrypted files to disk' is NOT CHECKED.

User successfully logs into the Citrix server, but is not able to run the G081 GUI application.

DISA Ticket # 184017. Corrective Action: Rebooted primary and backup domain controllers.